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Whole of Government developed resources

The following documents and resources are typically available to everyone employed in ACT Health Directorate (ACTHD) and Canberra Health Services (CHS). Individuals employed by Calvary Public Hospital Bruce (CPHB) may not be able to access resources that are ACTPS employee portal pages.

Occupational Violence (OV)

[ACTPS approach to managing occupational violence](#)

- Located on the ACTPS Employment Portal.
- The ACT Government is working to protect the health and safety of healthcare workers (workers) who have the potential to experience OV in the workplace.
- Here you will find the *Addressing Occupational Violence Strategy 2019-2022* and the *Managing Occupational Violence Policy*.

Work Health and Safety

ACT Public service health, safety and injury management policies

- Link: <https://www.cmtedd.act.gov.au/employment-framework/wpsafety/WHSPolicies>
- Located on the ACTPS Employment Portal.
- Here you will find Whole of Government health, safety and injury management policies approved by the Head of Service.

- These resources provide information and guidance to assist ACT Government Directorates and other entities in meeting their workplace safety responsibilities.

ACTPS Work Health and Safety and Wellbeing Strategy 2019-2022

- Link: https://www.cmtedd.act.gov.au/_data/assets/pdf_file/0018/1322244/ACTPS-Work-Health-Safety-and-Wellbeing-Strategy.pdf
- Located on the ACT Government SharePoint.

ACT Government Mental Health and Wellbeing during COVID-19

- Link: <https://actgovernment.sharepoint.com/sites/intranet-WHOGResources/workhealthandsafety/SitePages/Mental%20Health%20and%20Wellbeing%20During%20COVID-19.aspx>
- Located on the ACT Government SharePoint.

Employee Assistance Program (EAP)

24/7, free, professional and confidential counselling services for workers and their immediate family. Face to face, online or by phone ACT support services.

Manager's hotline - available from all providers, to help deal with critical incidents and workers issues.

The EAP Services are all staffed 24 hours a day, 365 days of the year.

Service	Provider	Contact
ACTHD CHS	Converge International	Phone: 1300 687 327 (1300 OUR EAP) Email: info@convergeintl.com.au Website: https://www.convergeinternational.com.au/ More information available on the ACTPS Employment Portal .
CPHB	Life Works	Phone: 1300 361 008 Refer to informational posters located throughout CPHB sites.

Wellbeing Programs

ACTPS Healthy minds – thriving workplaces strategy

- Link: https://www.cmtedd.act.gov.au/_data/assets/pdf_file/0004/1428637/Healthy-Minds-Thriving-Workplaces-strategy.pdf
- This strategy will be supported by an ACTHD wellbeing plan.

- Managers and workers will be invited to contribute to the design and implementation of the plan to ensure that it best meets the needs of ACTHD and its workers.

ACT Government Wellbeing framework

- Link: <https://www.act.gov.au/wellbeing>
- This framework provides information about the plans and actions to support community wellbeing.

ACT Healthier work program

- Link: <https://www.healthierwork.act.gov.au/healthier-work/>
- Information and resources about health and wellbeing in the workplace.

Wellmob

- Link: <https://wellmob.org.au/>
- Information about Aboriginal and Torres Strait Islander mental health.

ACTHD developed resources

The following documents and resources are available to specifically to those employed in the ACTHD. They may also be available to CHS and CPHB via local intranets.

Nurses and Midwives Towards a Safer Culture

Strategy

- Link: <https://www.health.act.gov.au/health-professionals/nursing-and-midwifery-office/towards-safer-culture>

Community awareness campaign 'Be kind and respectful to our nurses and midwives'.

- Link: <https://www.health.act.gov.au/respect>

Safewards

- Safewards model and interventions information, available at the following links:
- General link: <https://www.health.act.gov.au/safewards>
- CPHB staff link: <http://connect.calvarycare.org.au/Services/PublicHospitals/Bruce/Pages/CommsTest.aspx>

Best Practice Guidelines

- The following resources are available on the ACT Government NM TASC web page:
<https://www.health.act.gov.au/health-professionals/nursing-and-midwifery-office/towards-safer-culture>
- They may also be available to CPHB staff on Calvary Connect:
<http://connect.calvarycare.org.au/Services/PublicHospitals/Bruce/Pages/default.aspx#>

Resources

- Isolated and remote worker guidelines for health services.
- Challenging occupational behaviours guidelines for health services.
- Leadership charter for nurses and midwives
- WHS Staff meeting standing agenda template (inclusive of OV)
- Mutual expectations, for patients, consumers, carers, visitors, healthcare staff, students, and volunteers
- Staff Rights to a Safe Workplace Factsheet

Work Health and Safety

Work Health and Safety (sharepoint.com)

- Link: <https://actgovernment.sharepoint.com/sites/intranet-ACTHealth/SitePages/Work-Health-and-Safety.aspx>

Work Health and Safety Guideline

- Link: <https://actgovernment.sharepoint.com/sites/intranet-ACTHealth/Shared%20Documents/Forms/AllItems.aspx?id=/sites/intranet-ACTHealth/Shared%20Documents/Human%20Resources/AHD%20Work%20Health%20and%20Safety%20Guideline.pdf&parent=/sites/intranet-ACTHealth/Shared%20Documents/Human%20Resources>

WHS reporting

Riskman

- Link: <https://workinjuryreporting/>
- Managers can access the [Riskman system](#) directly, without using the webform.

ACTHD WHS Training and competency procedure

- Link: <https://actgovernment.sharepoint.com/:b:/r/sites/intranet-ACTHealth/Shared%20Documents/Human%20Resources/AHD%20WHS%20Training%20and%20Competency%20Procedure.pdf?csf=1&web=1&e=D76AgC>

Riskman WHS report information sheet

- Link: <https://workinjuryreporting/>

Workers' Compensation

- Link: <https://www.cmtedd.act.gov.au/employment-framework/wpsafety/workers-compensation>
- Located on the ACTPS Employment Portal for ACTHD and CHS workers.

ACTPS Work Rehabilitation Policy

- Link: https://www.cmtedd.act.gov.au/data/assets/pdf_file/0010/1646398/WHS-01-2020-Work-Rehabilitation.pdf





ACTPS Work Rehabilitation Guide

- Link: <https://actgovernment.sharepoint.com/:b:/r/sites/intranet-WHOGResources/workhealthandsafety/Shared%20Documents/Work%20Rehabilitation%20Guide.pdf?csf=1&web=1&e=Ph52Vf>

Physical Health and Injury Management

- Link: <https://actgovernment.sharepoint.com/sites/intranet-WHOGResources/workhealthandsafety/SitePages/Physical%20health%20and%20managing%20injuries.aspx>

Information Sheets

- Early Intervention  [AHD Early Intervention Procedure 1.1.pdf](#)
- Fatigue Management  [Fatigue Management Information Sheet.pdf](#)
- First Aid Treatment Record  [First Aid Treatment Record.docx](#)
- Occupational Violence Information Sheet  [Occupational Violence Information Sheet.pdf](#)

Wellbeing

- The **Wellbeing Self Check-In** from SuperFriend is a useful online tool that enables you to review factors such as your mood, outlook, physical activity, and social connections.
- Link: <https://www.superfriend.com.au/covid-19-support/wellbeing-self-check-in/>

Psychological first aid

- Link: <https://www.psychology.org.au/getmedia/c1846704-2fa3-41ae-bf53-7a7451af6246/Red-cross-psychological-first-aid-disasters.pdf>

CHS developed resources

The following documents and resources are available to specifically to those employed in CHS.

CHS OV strategy

- Occupational Violence Strategy 2020–2022
- Link: [https://www.parliament.act.gov.au/_data/assets/pdf_file/0008/1535849/6 - Canberra-Health-Services-Occupational-Violence-Strategy.pdf](https://www.parliament.act.gov.au/_data/assets/pdf_file/0008/1535849/6_Canberra-Health-Services-Occupational-Violence-Strategy.pdf)






Community awareness campaign

- Respect our staff posters: <https://actgovernment.sharepoint.com/sites/Intranet-CHS/SitePages/OV-resources.aspx>


Policies and procedures

- Findable on the Policies and Guidelines web page: https://www.canberrahealthservices.act.gov.au/about-us/policies-and-guidelines?result_1981007_result_page=17
- Operational Policy - Occupational Violence Policy
- Operational Procedure - Occupational Violence (OV)
- Written warning templates
- Conditional agreement (cover letter and attachment) template
- WHSF.017 – Risk Factors for OV in a Healthcare Setting
- WHSF.18 Factsheet - Tiered Behaviour Management Strategies
- WHSF.25 Factsheet - Manager response to OV
- WHSF.06 Factsheet - Reporting occupational violence (OV)

Clinical Forms

-  [Behaviours of Concern - General Adult.pdf](#)
-  [Behaviours of Concern Safety Management Plan.pdf](#)
-  [The Brøset Violence Checklist.pdf](#)
-  [Agitation Scale - Geriatric.pdf](#)
-  [Paediatric Behavioural Assessment, Observations and Management.pdf](#)
- DASA – not on forms register but in clinical system

Support for staff

- CHS various support services including emergency and crisis support
- Link: <https://healthhub.act.gov.au/emergency-safety/support-staff>
- A managers guideline  [Psychological Support for Staff - A Manager's Guide.docx](#)

Training

- E-learning personal safety and conflict awareness (accessible via capability).
- Information sheet available <https://healthhub.act.gov.au/sites/default/files/2020-03/Personal%20Safety%20eLearning%20Information%20Sheet%20-%2020112019.pdf>

Occupational violence risk assessment tool (OVRAT)

- The OVRAT is used to systematically identify hazards and assess OV risk and audit criteria including preventative measures.
- Link: <https://healthhub.act.gov.au/sites/default/files/2020-12/WHSF.055%20OV%20Risk%20Assessment%20Tool%20v%202%2020200922.docx>

Consumer feedback and engagement system

- Consumer feedback and engagement team
- Link: <https://healthhub.act.gov.au/patient-care/person-centred-care/consumer-feedback-and-engagement>

Safe workplace design

- Stages of a Project Life Cycle for Capital Project Delivery
- Governance, Roles and Responsibilities for Capital Project Delivery

CPHB developed resources

The following documents and resources are available to specifically to those employed at CPHB.

The Great Workplaces Program

- Link: <http://connect.calvarycare.org.au/Services/PublicHospitals/Bruce/Pages/Great-Workplaces-Program.aspx>

Circle of Respect

- Link: <http://connect.calvarycare.org.au/Services/PublicHospitals/Bruce/Documents/Workplace%20Violence%20and%20Aggression%20Framework.pdf?Web=1>

WHS Plan

- Link: <http://connect.calvarycare.org.au/Services/PublicHospitals/Bruce/Departments/WHS/Pages/Safety-at-Bruce-Public.aspx>

OV Procedure

- Link: http://connect.calvarycare.org.au/committees/whs/_layouts/15/WopiFrame.aspx?sourcedoc=/committees/whs/Shared%20Documents%20Library/Occupational%20Violence%20Prevention%20Procedure.docx&action=default

Consumer Pathways

- Referral for consumers to complaints system
- Link: <https://www.calvarycare.org.au/about-you/rights-and-responsibilities/>

Other useful resources

The following documents and resources are available to everyone employed in ACTHD, CHS and CPHB.

- Australian Charter of Healthcare Rights [Australian Charter of Healthcare Rights | Australian Commission on Safety and Quality in Health Care](#)
- Building your wellbeing and helping you cope: <https://wellbeingandcoping.net/>
- Public Sector Management Act: <https://www.legislation.act.gov.au/a/1994-37/default.asp>
- Safe Work Australia: <https://www.safeworkaustralia.gov.au/about-us>
- WorkSafe ACT: <https://www.worksafe.act.gov.au/>
- WorkSafe ACT endorsed Codes of Practice: <https://www.worksafe.act.gov.au/laws-and-compliance/codes-of-practice>

You may also wish to review the **Support Services Factsheet**.

ACKNOWLEDGMENT OF COUNTRY

ACT Health acknowledges the Traditional Custodians of the land, the Ngunnawal people. ACT Health respects their continuing culture and connections to the land and the unique contributions they make to the life of this area. ACT Health also acknowledges and welcomes Aboriginal and Torres Strait Islander peoples who are part of the community we serve.

ACCESSIBILITY

If you have difficulty reading a standard printed document and would like an alternative format, please phone 13 22 81.



If English is not your first language and you need the Translating and Interpreting Service (TIS), please call 13 14 50.

For further accessibility information, visit: www.health.act.gov.au/accessibility

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